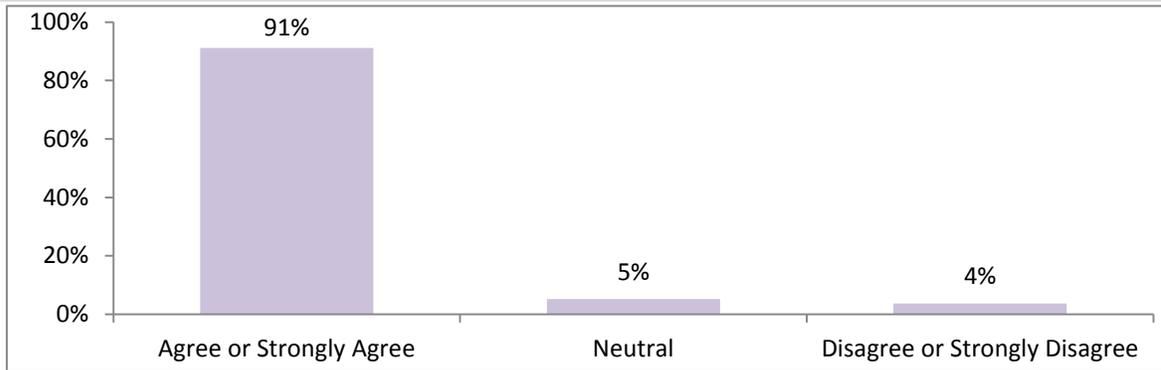


**Questions 1 and 2 were directed to all respondents.**

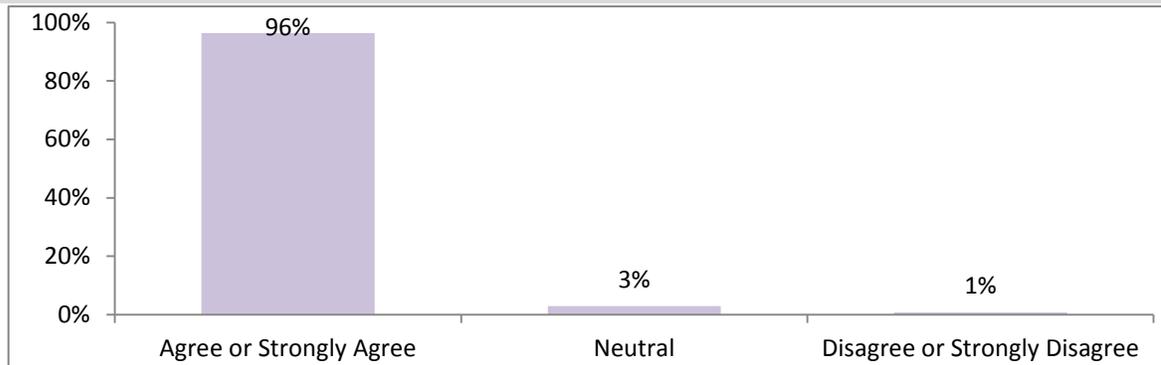
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015	
5 Strongly Agree	89	66%
4 Agree	34	25%
3 Neutral	7	5%
2 Disagree	1	1%
1 Strongly Disagree	4	3%
Total Responses	135	
Score		4.5
NA - Not Applicable	1	
No Response	6	



**2) I was treated with courtesy and respect by court staff.**

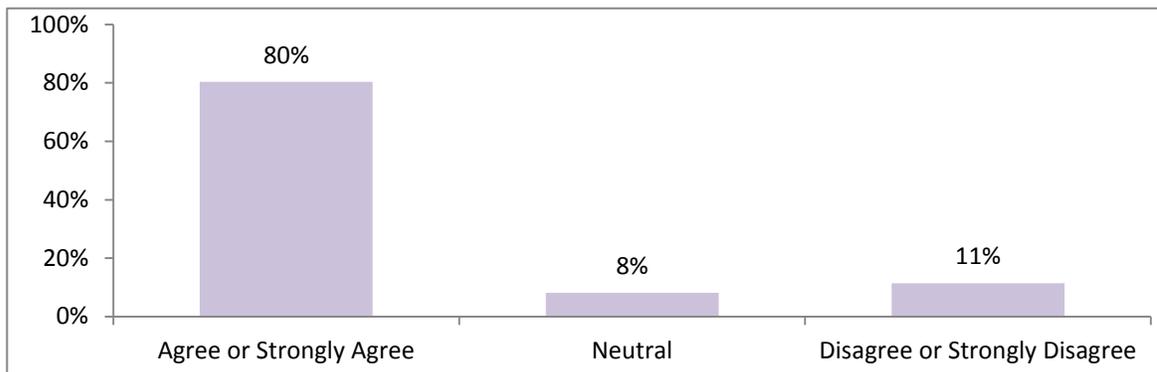
	2015	
5 Strongly Agree	107	77%
4 Agree	27	19%
3 Neutral	4	3%
2 Disagree	1	1%
1 Strongly Disagree	0	0%
Total Responses	139	
Score		4.7
NA - Not Applicable	1	
No Response	2	



**Questions 3 and 4 were directed to persons who attended a hearing or trial.**

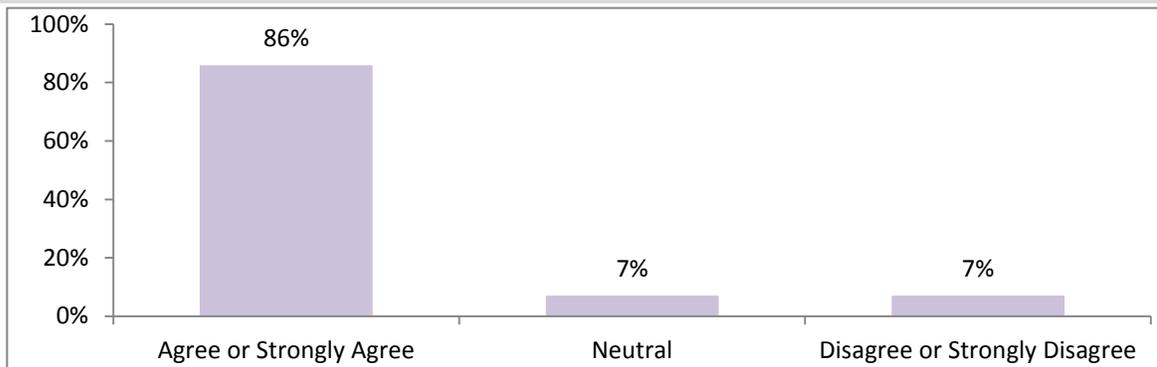
**3) The way the case was handled was fair.**

	2015	
5 Strongly Agree	34	56%
4 Agree	15	25%
3 Neutral	5	8%
2 Disagree	3	5%
1 Strongly Disagree	4	7%
Total Responses	61	
Score		4.2
NA - Not Applicable	24	
No Response	57	



**4) The judge/magistrate/referee treated everyone with courtesy and respect.**

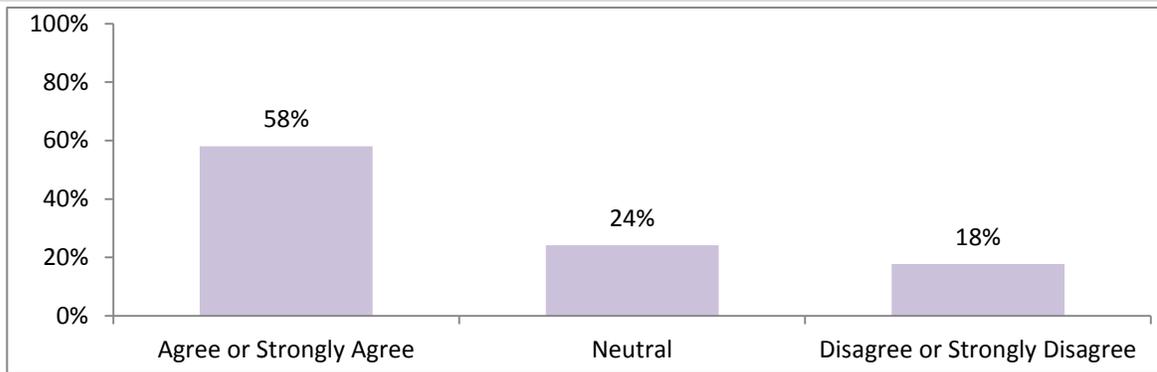
	2015	
5 Strongly Agree	36	63%
4 Agree	13	23%
3 Neutral	4	7%
2 Disagree	2	4%
1 Strongly Disagree	2	4%
Total Responses	57	
Score		4.4
NA - Not Applicable	25	
No Response	60	



**Questions 5 and 6 were directed to persons who were a party to the case.**

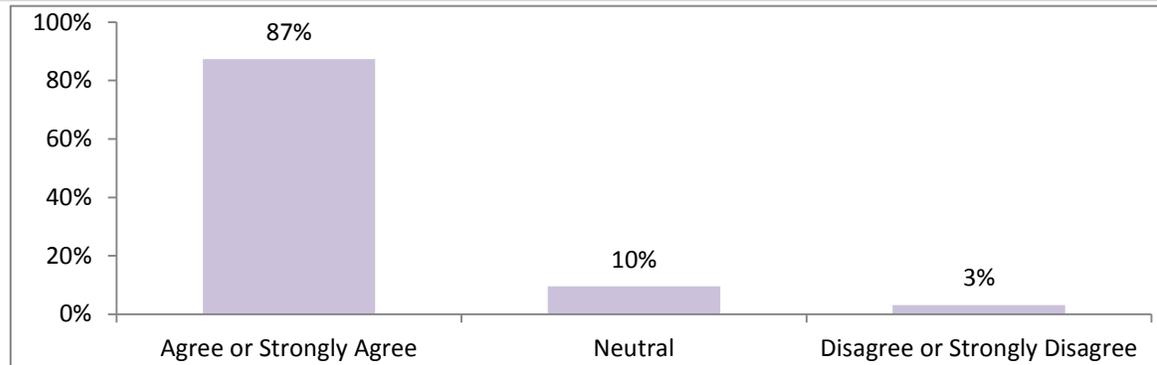
**5) The outcome in my case was favorable to me.**

	2015	
5 Strongly Agree	25	40%
4 Agree	11	18%
3 Neutral	15	24%
2 Disagree	3	5%
1 Strongly Disagree	8	13%
Total Responses	62	
Score		3.7
NA - Not Applicable	31	
No Response	49	



**6) As I leave the court, I understand what happened in my case.**

	2015	
5 Strongly Agree	38	60%
4 Agree	17	27%
3 Neutral	6	10%
2 Disagree	0	0%
1 Strongly Disagree	2	3%
Total Responses	63	
Score		4.4
NA - Not Applicable	31	
No Response	48	



Allegan County District Court

**Questions 7-10 were directed to all respondents.**

**7) What type of case brought you to the courthouse today? (Shade ALL that apply.)**

	2015	
Child protective	0	0%
Civil matter	25	18%
Criminal/probation	32	23%
Divorce/custody/support	0	0%
Drug/sobriety court	7	5%
Estate/trust	0	0%
File papers	7	5%
Get information	6	4%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	6	4%
Make a payment	10	7%
PPO	0	0%
Small claims	4	3%
Traffic/Ticket	44	31%
Other	21	15%
Number of Respondents	141	
No Response	1	

**8) Who are you? (Shade ALL that apply.)**

	2015	
Party (Plaintiff/Defendant)	92	70%
Agency Worker	6	5%
Attorney/prosecutor	5	4%
Family/friend of party to case	10	8%
Juror	1	1%
Witness	3	2%
Other	20	15%
Number of Respondents	132	
No Response	10	

Allegan County District Court

**9) What is your gender?**

	2015	
Male	79	57%
Female	59	42%
Other	1	1%
Number of Respondents	139	
No Response	3	

**10) How do you identify yourself? (Shade ALL that apply.)**

	2015	
American Indian / Alaska Nat.	4	3%
Asian	1	1%
Multiracial/biracial	2	1%
Black/African American	9	6%
Hispanic/Latino	5	4%
White/Caucasian	123	88%
Other	5	4%
Number of Respondents	139	
No Response	3	